

SPECIFICATIONS

Facilities Utilized but not limited to:	<u>Capacity</u>
Camp Randall Stadium	80,321
Kohl Center	17,249
Field House	10,600
LaBahn Arena	2,273
Goodman Field	1,600
McClimon Complex	2,000

Types of events per year but not limited to:	
UW Football	7
UW M/W Basketball	30-40
UW M/W Hockey	30-40
UW Volleyball	12-15
UW Softball	12-15
UW M/W Track & Field	3-5
UW M/W Cross Country	3-5
UW M/W Rowing	0-2
UW Wrestling	6-8
Special Events	varies
Concerts	2-3
UW Commencements	3
High School Graduation	4
WIAA State Tournaments	5
Big Ten Tournament/Championships	varies
NCAA Tournament/Championships	varies
Crazylegs Classic (fun run)	1
Spring Football Game	1
Marketing Fan Events	4-5
Football Practices	90-100
Ironman Wisconsin	1
Athletic Camps	varies

The following are the estimated number of Contractor personnel needed to provide services based upon previous experiences for similar events. The University and Contractor shall mutually agree **prior** to the start of the individual event what the actual number and type of staff needed is.

Football:	375-425
Men's Basketball:	105-135
Women's Basketball:	40-70
Men's Hockey:	85-115
Women's Volleyball:	20-25
Concerts:	75-175
UW Commencements	70-170
WIAA Tournaments:	2-150
Misc Sports (soccer, women's hockey, etc):	2-30

Licenses & Permits - Athletics and Union

Contractor must be financially responsible for obtaining all required permits, licenses, and bonds to comply with pertinent Board of Regents, University of Wisconsin regulations, municipal, county, State of Wisconsin and Federal laws, and shall assume liability for all applicable taxes.

Contractor must be licensed by the State of Wisconsin as a provider of protective services.

The Contractor shall keep a copy of each permit on file in Contractor's On Site Room and make them available to Purchasing Services within five days written request. Contractor's employees will be spot checked to ensure compliance.

Uniforms - Athletics and Union

Contractor shall provide all employees with a complete professional uniform. Employees may however, provide their own white dress shirt. T-shirts are not acceptable. With the exception of Inspectors and Plainclothes, all employees shall wear their uniforms at all times. Uniforms shall include at a minimum: white shirt/colored polo shirt/colored jacket, black pants, black shoes. Supervisors must be designated with a professional uniform that is different from the crew they are supervising. Additional inclement or seasonal gear must be provided by contractor. This includes but is not limited to rain gear, baseball hats, ties, etc. All uniforms must have a company patch or emblem on the front. When appropriate, "Event Staff" or company name should be designated on back of uniforms.

The University shall have final approval of all uniforms for each location or type of event. Color of uniform shall be designated by the University. Red may not be used as a uniform color except for in cases where staff are outfitted in suit jackets.

Flashlights are considered part of a uniform and contractor must supply to all events where they are required.

Earplugs are considered part of a uniform and contractor must supply to all events where they are required.

Lanyards/credential holders are considered part of a uniform and contractor must supply to all events where they are required.

Equipment - Athletics

Contractor shall furnish, maintain and replace, at Contractor's expense, a minimum 75 hand held radios, Motorola or University approved equivalent, with headset and a minimum 4 watt transmit power capability for all football events. Headsets shall include at least one earpiece and a microphone. Contractor and University shall mutually agree on actual number of radios to be used for other games or events which require personnel for handling crowd control. Contractor shall have a minimum of 10% replacement radios on hand to assure that an adequate number of units is maintained at all times. Upon request, Contractor will furnish to the University, a list of FCC-licensed operating frequencies in use and permit University to program University-owned equipment for compatibility and use during events. Contractor radios should have be ability to communicate with University radios, and if not will be upgraded at the Contractor's expense. Additional equipment that must be available if requested includes hand held metal detector wands, black lights, megaphones, flashlights, stamps and ink pads. The University does own an adequate number of hand held metal detectors to cover all Kohl Center Events. Equipment must be provided at no cost to the Contractor's employee.

Equipment - Union

Contractor shall furnish, maintain and replace, at Contractor's expense, a minimum of 6 hand held radios, Motorola or University approved equivalent, with headset and a minimum 4 watt transmit power capability for all Union events. Headsets shall include at least one earpiece and a microphone. Contractor and University shall mutually agree on actual number of radios to be used for other events which require personnel for handling crowd control.

Contractor shall have a minimum of 1 replacement radios on hand to assure that an adequate number of units is maintained at all times.

Upon request, Contractor will furnish to the University, a list of FCC-licensed operating frequencies in use and permit University to program University-owned equipment for compatibility and use during events. Contractor radios should have the ability to communicate with University radios, and if not will be upgraded at the Contractor's expense. Additional equipment that must be available if requested includes hand held metal detector wands, black lights, megaphones, flashlights, stamps and ink pads. Equipment must be provided at no cost to the Contractor's employee.

Contractor Personnel and Staffing - Athletics and Union

Contractor shall have one designated contact for the University, who will work jointly with Athletics and/or the Union to develop staffing models, training, and other functions of the job. This individual shall have no less than 10 years' experience working similar event types and sizes, and will have an established background in leadership and staff development.

Contractor shall employ trained staff that is courteous, helpful and considerate to provide services under this Contract. Contractor's employees shall not use improper language or act in a loud, boisterous manner, or act in any inappropriate or improper manner as determined by the University. Contractor shall stress the vast importance of customer service and not tolerate any resistance to staffing models or decisions made by the University. Contractor shall reassign or up to dismissal by Contractor, any employee after notification by the University that such employee has engaged in unacceptable behavior.

All of the Contractor's employees must be at least 18 years of age or older.

The Contractor shall agree that all service personnel under this Contract shall be employees of the Contractor, who has the sole and exclusive right to hire and discharge any employees, and shall be solely responsible for all actions and functions to be carried out by its employees.

Contractor must be and remain an independent Contractor with respect to all services performed under the Contract. Contractor accepts full and exclusive liability for the payment of any and all contributions of taxes for social security, worker's compensation insurance, Medicare, unemployment insurance, or old age retirement benefits, pensions or annuities, now or hereafter imposed under any state or federal law, salaries or other remuneration paid to persons hired, including deposits of income tax withholding amount due, and it agrees to indemnify and save harmless the University from any claims for contributions, taxes or liability thereof.

All persons performing work hereunder, shall at all times, be recognized as the Contractor's employees and work under Contractor's control and supervision. Contractor employees shall not be deemed employees of University for any purpose, and shall not acquire any rights or benefits provided for employees of University. However, Contractor's supervisors shall, in the performance of services in this Contract, comply with the written or verbal instructions received from authorized University representatives. Supervisors shall then be directly responsible for transmitting this information to Contractor's employees.

Upon request by the University, the Contractor shall replace any supervisor or security guard not performing the service according to this Contract. If a Contractor's employee is found unacceptable, careless, incompetent, or otherwise objectionable and whose continued employment is not in the best interest of University, that employee shall be removed from the security duties of this Contract before the next schedule event.

Precautions shall be exercised at all times for the protection of persons and property. The Contractor shall conform to all OSHA, State County and City regulations while performing under the terms and conditions of this Contract.

The Contractor and their personnel are required to adhere to all Federal, State and Local laws that apply to the provisions of the services under this Contract, as well as those laws that regulate the general public. The special role of Contractor's employees in securing people and property in no way relieves the Contractor or his employees of this obligation.

While working on behalf of the University all of the Contractor's employees must comply with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (federal statute codified at 20 U.S.C. § 1092(f)) as well as all University Policies associated with the Act. In conjunction with the University, annual Clery Act training shall be conducted for all of the Contractor's employees identified as a Campus Security Authority (CSA). All of the Contractor's employees identified as CSAs must report crimes reported to or observed by them while working on behalf of the University to the University. CSAs are determined using both the definition provided in the Clery Act as well as guidance from the U.S. Department of Education.

Contractor must complete criminal and civil background investigation checks annually on all employees working in University Facilities or at University Events. Contractor must provide University with a copy of criminal and civil histories for those documents considered public record upon request.

If a scheduled event is cancelled for any reason the University is not financially responsible for staff that have not embarked to the scheduled shift. In cases where event cancellation occurs less than 24 hours prior to the scheduled shift the University will review and evaluate, in conjunction with the Contractor, any costs associated as a result of the cancellation. The University will compensate Contractor for scheduled posts should they arrive at their scheduled shift prior to sufficient notice of the event cancellation. A three-hour minimum may be compensated per person for shift arrivals that precede a cancelled event notification

Event-Related Contractor Requirements - Athletics

Contractor shall provide an adequate number of persons to adequately staff, per University and Department staffing plan, entrance gates, doors or other posts.

Contractor shall also provide adequate number of persons to adequately staff other facility requests as deemed necessary.

The University may allow up to 5% overstaffing at events when notified prior to the event. The University will work with the Contractor to determine appropriate staffing levels and evaluate with the Contractor in which cases overstaffing tactics may be necessary. Costs associated with overstaffing will be at the sole expense of the Contractor unless an exception is requested in advance for specific athletic events. The Contractor must seek and receive in writing the Universities acceptance to either partially or fully assume responsibility for the overstaffing costs.

The University requires each event to be staffed by the predetermined number of requested security personnel. If the Contractor fails to provide the number of security personnel requested the University reserves the right to hold the Contractor responsible for any damages or additional costs incurred as a result of the lack of staff provided.

Contractor's staff shall be on duty at their assigned location, (gate, door, and/or barricade) at least 1/2 to 1 hour prior to the opening of each event. University and contractor will determine appropriate report time for each event allowing enough time for pre-event meetings when necessary.

Contractor's staff shall not admit any persons from entering event without an official ticket or valid credential. Contractor's employees found in violation of this policy shall be reassigned to another non-gate/entrance assignment up to dismissal by Contractor.

Requests for autographs, tickets, pictures, etc. from athletes, coaches, athletic department personnel, concert talent, etc. are not allowed and are grounds for immediate dismissal.

The maximum number of hours per shift for each employee is 12 hours before being relieved for at least 8 hours. The number of required personnel for events can range between 1 and 450 as determined by the University. The

employee to supervisor ratio may also be determined by the University, with the number of employees under any supervisor not to exceed 25.

All employees of the Contractor shall complete a training program that is developed by Contractor and Athletics before working their first event in Facilities. This training program will consist of multiple phases (online training, customer service training, facility specific training, walkthrough metal detector operational training, emergency procedures and protocols, etc) and will conclude with a test to determine whether employees are eligible to work at certain events. Contractor employees who do not successful pass the test to the standard determined by the Contractor and the University will not be allowed to work events. There will be separate orientations for separate facilities. Content of training course will be developed through a joint effort between the University and Contractor. There must also be evidence of an Employee Recognition Program in place by the Contractor, to help Contractor employees feel part of the University. This program can be a joint effort with the University.

Event-Related Contractor Requirements - Union

Union events will be restricted to staffing levels requested with no responsibility to the University for costs associated with overstaffing.

The University requires each event to be staffed by the predetermined number of requested security personnel. If the Contractor fails to provide the number of security personnel requested the University reserves the right to hold the Contractor responsible for any damages or additional costs incurred as a result of the lack of staff provided.

Contractor's staff shall be on duty at their assigned location, (gate, door, and/or barricade) at least 1/2 to 1 hour prior to the opening of each event. University and contractor will determine appropriate report time for each event allowing enough time for pre-event meetings when necessary.

Contractor's staff shall not admit any persons from entering event without an official ticket or valid credential. Contractor's employees found in violation of this policy shall be reassigned to another non-gate/entrance assignment up to dismissal by Contractor.

Requests for autographs, tickets, pictures, etc. from concert talent or other celebrities are not allowed and are grounds for immediate dismissal.

The maximum number of hours per shift for each employee is 12 hours before being relieved for at least 8 hours. The number of required personnel for events can range between 1 and 20 as determined by the University. The employee to supervisor ratio may also be determined by the University, with the number of employees under any supervisor not to exceed 25.

All employees of the Contractor shall complete a training program that is developed by Contractor and the Union before working their first event in Facilities. This training program will consist of multiple phases (online training, customer service training, facility specific training, emergency procedures and protocols, etc) and will conclude with a test to determine whether employees are eligible to work at certain events. Contractor employees who do not successful pass the test to the standard determined by the Contractor and the University will not be allowed to work events. There will be separate orientations for separate facilities. Content of training course will be developed through a joint effort between the University and Contractor. There must also be evidence of an Employee Recognition Program in place by the Contractor, to help Contractor employees feel part of the University. This program can be a joint effort with the University.

Local Office - Athletics and Union

Contractor must have an office established within Dane County immediately upon start of contract. This office must be staffed with full time personnel (including designated contact resource) during regular business hours (8:00am to 4:00pm CST/CDT Monday through Friday) in order to respond promptly to requests for service. Office must be equipped with appropriate phone service including voicemail or contact with centralized dispatch center during non-

business hours. Email accounts and fax machine must be available to communicate with full time office and event staff.

The Branch Manager and other necessary staff must be available for weekly Operational Meetings with Athletics and quarterly Operational meetings with the Union to be attended free of charge.

Athletics Position Descriptions

Event Manager/Event Coordinator: These personnel are generally full time employees of the contractor. They are responsible for managing the event security from start to finish. They coordinate all security needs for each event and manage the event on site. Must work closely with UW Athletics Staff and possess leadership qualities and decision making abilities. They are responsible for event staffing as well as continued on the job training and evaluation.

Event Communicator: Primary radio communicator located in designated event command post. Must have radio communication with supervisors and key event staff.

Supervisor: Supervisors directly manage event staff members to ensure that event policies are followed. Supervisors must display leadership qualities, staff development skills, and the ability to work courteously and effectively with staff members. Must have a working knowledge of events and facilities and possess swift decision making abilities. Must possess an advanced understanding of building policies and emergency response procedures. All supervisors must be able to stand for long periods of time and move around the facilities, which may require a large amount of walking.

Ticket Takers / Ushers: Ticket takers are non-security personnel with a primary responsibility for facilitating the safe, friendly, and efficient entry and exit of event patrons and workers. They also direct persons with credentials to the proper entrances, direct special needs persons to elevators, and inform patrons of venue policies. During event ingress Ticket Takers will scan or stub patrons' tickets. Ushers assist patrons in finding their seats and answer questions that they may have. Keep aisles and entryways clear in their sections. Notify supervisors and/or paramedics and assist in crowd control should there be a medical emergency in their section. Be visible to patrons and watch for prohibited items and behavior. Ushers are also expected to relay any feedback or complaints they receive from patrons. Ticket Takers/ Ushers play a key role in greeting our guests in a friendly and courteous manner, and providing them with a memorable experience. Staff must be able to stand in one place for a minimum of 2 hours.

Security Personnel (Access Control): Security Personnel with an emphasis on access control are responsible for securing assigned areas and limiting access to authorized persons only. Security Personnel often operate within areas considered at greater risk of a potential breach. Recognizing the various credentials is necessary for these staff responsible for access control. Security Personnel must be able to be alert for long periods of time.

Security Personnel (Screening): Security Personnel with an emphasis on screening have a primary responsibility for facilitating the safe, efficient, and respectful checking of all patrons and stadium/arena workers bags for unauthorized or restricted items to the facility. Security Personnel must also perform security checks on both patrons and credentialed individuals using metal detection screening procedures. This includes the ability to operate walkthrough metal detectors. Individuals also must be trained to perform secondary screening techniques using handheld metal detector wands. Security Personnel must be able to be alert and stand for long periods of time.

Licensed Security Personnel: These personnel (commonly referred to as guards) must possess a security officers license issued by the State of Wisconsin Department of Regulation and Licensing. These personnel often provide security staffing of critical areas including in some cases overnight staffing. These staff must be able to stand for long periods of time.

Vehicle Post/Traffic Post: These are licensed security personnel who use a vehicle while performing their duties. Must have a clean driving record. Duties include perimeter access control of Facilities, including parking lots and assisting with the safe passage of pedestrians to and from the event. These staff must get in and out of their vehicles frequently to

check permits and credentials and may be asked to be outside for long periods of time. In cases where these posts don't have vehicles they must be able to work outside, often in extreme temperatures.

Union Position Descriptions:

Supervisor: Supervisors directly manage event staff members to ensure that event policies are followed. Supervisors must display leadership qualities, staff development skills, and the ability to work courteously and effectively with staff members. Must have a working knowledge of events and facilities and possess swift decision-making abilities. Must possess an advanced understanding of building policies and emergency response procedures. All supervisors must be able to stand for long periods of time and move around the facilities, which may require a large amount of walking.

Terrace/Building Roamers: Terrace Roamers are security personnel with a primary responsibility for facilitating the safe, friendly, and efficient entry and exit of event patrons and workers. They also direct persons with credentials to the proper entrances, direct special needs persons to elevators, and inform patrons of building policies. Terrace Roamers assist patrons in finding their seats and answer questions that they may have. Keep aisles and entryways clear in their sections. Notify supervisors and/or paramedics and assist in crowd control should there be a medical emergency in their section. Be visible to patrons and watch for prohibited items and behavior. Terrace/Building Roamers are also expected to relay any feedback or complaints they receive from patrons. Terrace/Building Roamers play a key role in greeting our guests in a friendly and courteous manner, and providing them with a memorable experience. Staff must be able to stand in one place for long periods of time.

Security Personnel (Access Control): Personnel secure assigned areas allowing access to authorized persons only. Security Personnel often operate within areas considered at greater risk of a potential breach. Recognizing the various credentials is necessary for these staff responsible for access control. Security Personnel must be able to be alert for long periods of time.

Security Personnel (Screening): Security Personnel have a primary responsibility for facilitating the safe, efficient, and respectful checking of all patrons and building workers bags for unauthorized or restricted items to the facility. Security Personnel must also perform security checks on both patrons and credentialed individuals using metal detection screening procedures. This includes the ability to operate walkthrough metal detectors. Individuals also must be trained to perform secondary screening techniques using handheld metal detector wands. Security Personnel must be able to be alert and stand for long periods of time.

Licensed Security Personnel: These personnel (commonly referred to as guards) must possess a security officers license issued by the State of Wisconsin Department of Regulation and Licensing. These personnel often provide security staffing of critical areas including in some cases overnight staffing. These staff must be able to stand for long periods of time.

Vehicle Post/Overnight Watch: These are licensed security personnel who use a vehicle while performing their duties. Must have a clean driving record. Duties include perimeter access control of Facilities, including parking lots and assisting with the safe passage of pedestrians to and from the event. These staff must get in and out of their vehicles frequently to check permits and credentials and may be asked to be outside for long periods of time. Majority of Vehicle Posts are overnight shifts.